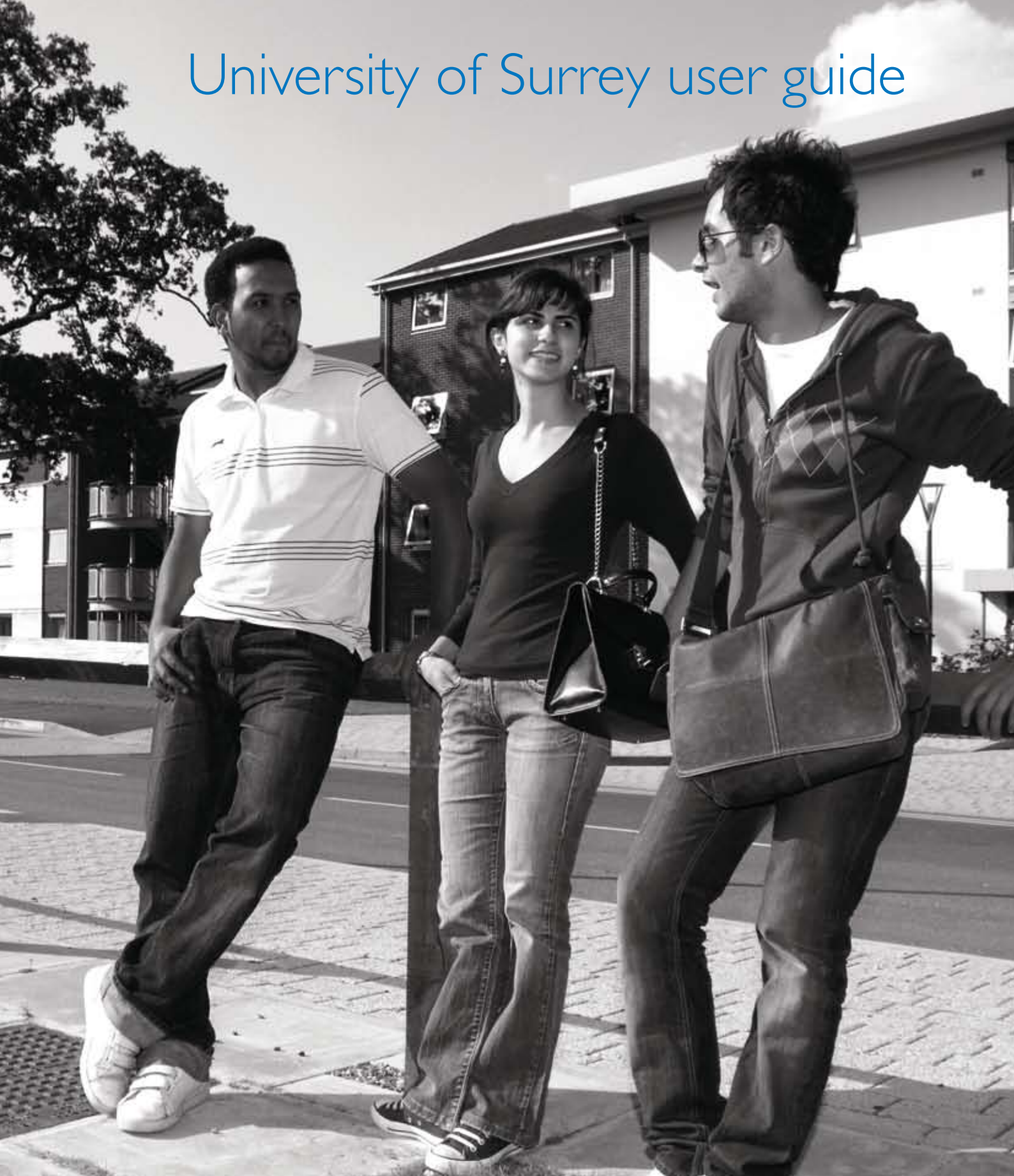


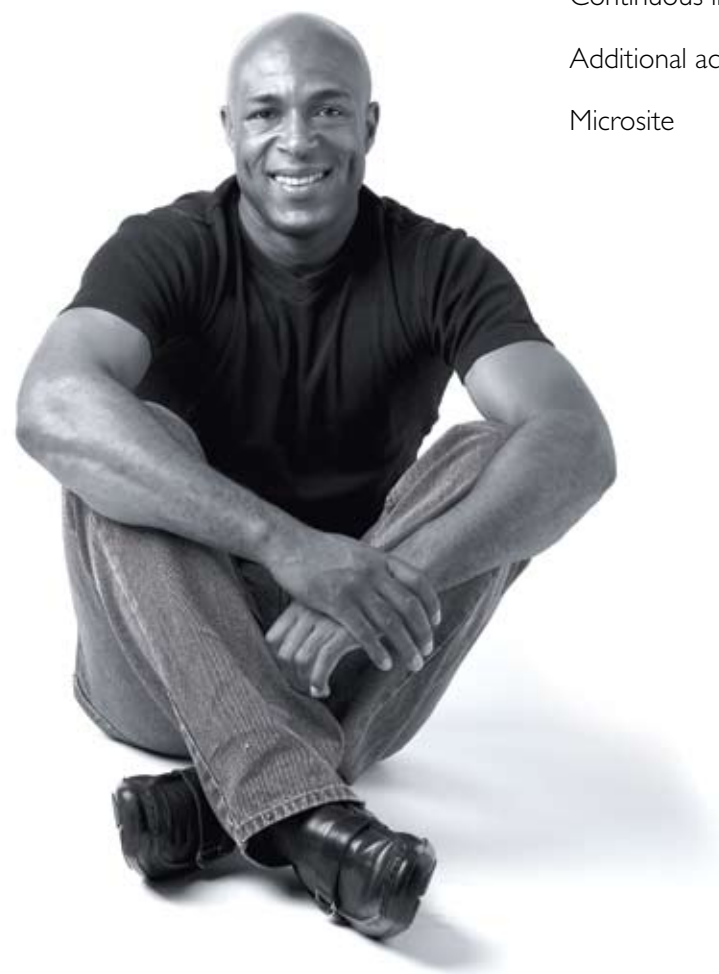
University of Surrey user guide



we work for you

staffing solutions

blueArrow



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Blue Arrow Ltd
800 The Boulevard
Capability Green
Luton
LU1 3BA

www.bluearrow.co.uk

Dear Colleague

On behalf of Blue Arrow and the local Guildford branch I would like to take this opportunity to introduce our user manual which has been developed to ensure that you are able to get the most out of the working partnership between the University of Surrey and Blue Arrow.

Blue Arrow is delighted to be extending our services within the Higher Education sector, particularly with such an evolving and progressive University. We recognise that we have a responsibility and commitment to the continual development of the relationship between ourselves, the University, and the students.

Blue Arrow strives to demonstrate support for the local community and form close, mutually beneficial partnerships with other commercial enterprises, learning institutions and non-profit making organisations. In this way we can share our experiences with all our customers and ensure we support all needs and requirements in a balanced and informed manner.

Through our daily working and our formal service evaluation processes we welcome feedback and foster a culture of continuous improvement.

We look forward to working with you and hope that this user manual further demonstrates our support for you as individual customers of Blue Arrow.

Yours sincerely

Lee Gudgeon
Account Director

Registered Office: 800 The Boulevard, Capability Green, Luton, LU1 3BA. Registered in England and Wales No. 641659
Blue Arrow is a trading name of Blue Arrow Ltd, an Impellam Group company

BLH v.1

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Dear Colleague

This user manual has been produced by Blue Arrow in conjunction with the Human Resources Department at the University of Surrey.

As of July 2008, Blue Arrow will be contracted to manage the University's flexible staffing requirements. As part of the contract, Blue Arrow has agreed to maintain an on-site presence to allow a cohesive relationship to be built up between them and faculties and departments.

By understanding us and our requirements, Blue Arrow is well placed to assign flexible employees to positions at the University.

This manual has been designed to assist staff with the procedures that need to be followed in order to employ a flexible employee from Blue Arrow. In the unlikely event that Blue Arrow are unable to source a flexible employee for the position themselves, they will contact other agencies so that the position is filled within the required timeframe.

The University fully supports Blue Arrow in providing these services on our behalf. Regular meetings will be held to monitor their performance against the contract and service level agreement to ensure that any issues are dealt with promptly and proactively.

Should you encounter any problems with the service being offered, please contact Lois Moor, HR Manager on 01483 686912.

Yours sincerely

Alan Behagg
HR Director

history of Blue Arrow

Founded over 50 years ago, Blue Arrow is one of the UK's largest recruitment businesses, specialising in the office and industrial sectors. We provide dedicated recruitment services for permanent and temporary staffing through a national network of branches as well as on-site locations.

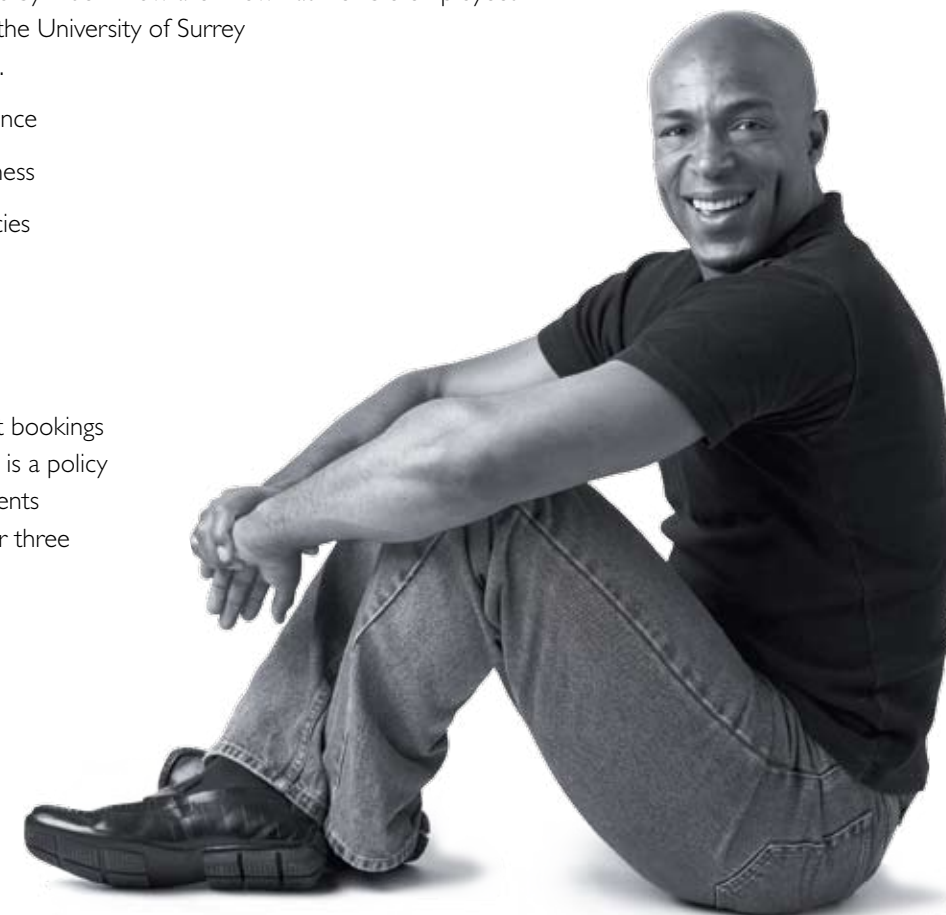
With a network of over 150 branch locations, major on-client-site staffing operations, call-centres and online we provide end-to-end full service staffing solutions to thousands of different companies across the UK every day. We provide recruitment solutions to numerous HE and FE institutions and as we are well known in the local Guildford area by candidates seeking flexible employment, we are able to maintain a large database of quality applicants.

using flexible employees

All temporary staff are employed by Blue Arrow are known as 'flexible employees'. Flexible employees are used by the University of Surrey to fill short term assignments i.e.

- ▲ cover during periods of absence
- ▲ cover during periods of sickness
- ▲ cover for recruitment vacancies
- ▲ additional support for departments when current manpower is stretched

All flexible employee assignment bookings are monitored by HR, and there is a policy in place which reviews departments employing flexible employees for three months or longer.



key contacts

You can contact Blue Arrow
in one of two ways:

Blue Arrow on-site office

Committee room X, Oak House – next to Starbucks, staffed by:

Ian Roberts – Account Manager

t 01483 684321

f 01483 684322

ian.roberts@bluearrow.co.uk

Nikki Kennard – Service Consultant

t 01483 684321

f 01483 684322

nikki.kennard@bluearrow.co.uk

The office is manned from 8am – 6pm Monday to Friday.

Students are able to come in for advice and to register Tuesday
to Thursday from 10am - 12pm and 1pm – 4pm.

Outside of standard office hours, there is an emergency mobile
contact number 07885 873359.

Blue Arrow Guildford branches

Our on-site office is supported by 2 dedicated Blue Arrow branches
in the centre of Guildford, one specialising in office vacancies and
the other a dedicated catering branch.

Both are fully equipped with interview, training and meeting room
facilities. Full candidate registrations and evaluations are administered
here as well as basic food hygiene certificates, inductions and
Microsoft Office training.

Should you be unable to contact a Blue Arrow representative
at the on-site office and do not wish to leave an answer phone
message, staff at the High Street, Guildford branch will be best
placed to assist you.

The address is:

1st Floor, 129 High Street, Guildford, Surrey, GU1 3AA

t 01483 533707

f 01483 538133

contract management

Should you have any feedback or an issue with Blue Arrow which
you are unable to resolve satisfactorily, please contact Lois Moor
in HR (extension 6912) who contract manages the account on a
day-to-day basis.

In addition Debbie Glennon, Procurement Manager, is involved
with the overall management of the contract. The University of
Surrey meet on a quarterly basis with Blue Arrow representatives
to discuss and progress key issues arising from the management
of the contract, therefore, it is important that you complete any
questionnaire's Blue Arrow send regarding service evaluation.



booking procedure

In the first instance we would prefer it if you could book your flexible employee with Blue Arrow via the online system www.mybluetime.co.uk which you will need a logon and password for. Alternatively should you wish to use booking methods such as emailing or faxing please see below for details. Ensure you have your purchase order number ready.

my blue time online booking

Blue Arrow have an online booking and timesheet system called "my blue time" – a user friendly tool that can be accessed via the internet. If you are not currently using this system and would like to, please contact Ian Roberts, Blue Arrow Account Manager on 01483 684321 or email ian.roberts@bluearrow.co.uk.

booking form

A copy of the booking form can be downloaded from the microsite accessed from the University HR and procurement website. Please ensure that all the details are completed on the document. It provides Blue Arrow with vital information to help choose the right skills from our flexible employee team. The order confirms the skills, job content, duration and the assignment that you would like us to fill. Pay rate guidelines are always helpful.

purchase order numbers

The University of Surrey requests that a purchase order is raised in advance of any products/services being ordered. However, it has been agreed that Blue Arrow will commence a search for a suitable candidate when receiving booking for a flexible employee though we cannot confirm them as a starter until a purchase order number is issued.

The purchase order should be sufficient to cover the period of time that the flexible employee is required. However, if this is not known then an estimate is sufficient and further orders can be raised as and when required. The purchase order number also ensures payment to Blue Arrow and acts as the reference number should there be any queries.

invoicing

Blue Arrow will produce invoices for each site (faculty/ department) on a weekly basis. The invoices will be sent directly to accounts payable each week and then be distributed to the nominated contact in the relevant faculty or department that is responsible for signing off the invoicing.

There will be an invoice for each assignment which has been completed during the preceding week and for which timesheets have been signed off online or been manually submitted. Invoices will detail the University's purchase order number and Blue Arrow booking number for that assignment to enable identification and checking procedures to be followed. Invoices must be cleared within one week of receipt by faculty/department.

University of Surrey - agency staff booking form

Order date: _____ Ordered by: _____

Extension no: _____ E-mail address: _____

Reporting to: _____ Extension no: _____

School/department: _____ E-mail address: _____

Location: _____ Cost code: _____

Reason for requirement: Temp to perm ☐ Illness ☐ Externally funded assignment ☐ Maternity ☐ Holiday ☐ New position ☐

Purchase order no: _____

Start date: _____ Anticipated end date: _____

Hours of work: _____ Total hours for assignment: _____ Total hours per week: _____

Days (please tick all week days): Mon ☐ Tue ☐ Wed ☐ Thur ☐ Fri ☐ Sat ☐ Sun ☐

Rate of pay: _____

Name of temporary (if applicable): _____

Job/description (main duties): _____

Specific skills required (e.g. typing speed or previous catering experience): _____

Computer skills

	N/A	Basic	Intermediate	Advanced
MS Word	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MS Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MS Powerpoint	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MS Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

For Blue Arrow use only:

Reason for requirement: _____ Purchase order no: _____

Start date: _____ Anticipated end date: _____

UNIVERSITY OF SURREY

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managing flexible employees

Flexible employees are chosen by Blue Arrow because they are experienced and used to adapting to different companies. However, all offices are different and a brief introduction to your department helps to welcome the new member of staff and should include:

introductions

- ▲ supervisor
- ▲ key members of staff

location

- ▲ desk
- ▲ kitchen
- ▲ restaurant facilities on campus
- ▲ fire exits
- ▲ toilet facilities
- ▲ filing cabinets
- ▲ handover notes

advice

Office equipment:

- ▲ telephone
 - answering calls
 - making calls (external and internal)
 - transferring calls
 - holding calls
 - use of voicemail (if appropriate)

- ▲ fax machine (use and location)
- ▲ photocopier (use and location)
- ▲ access to computer (log-in details, storage, UniS website and telephone directory)

Specific departmental policies/procedures:

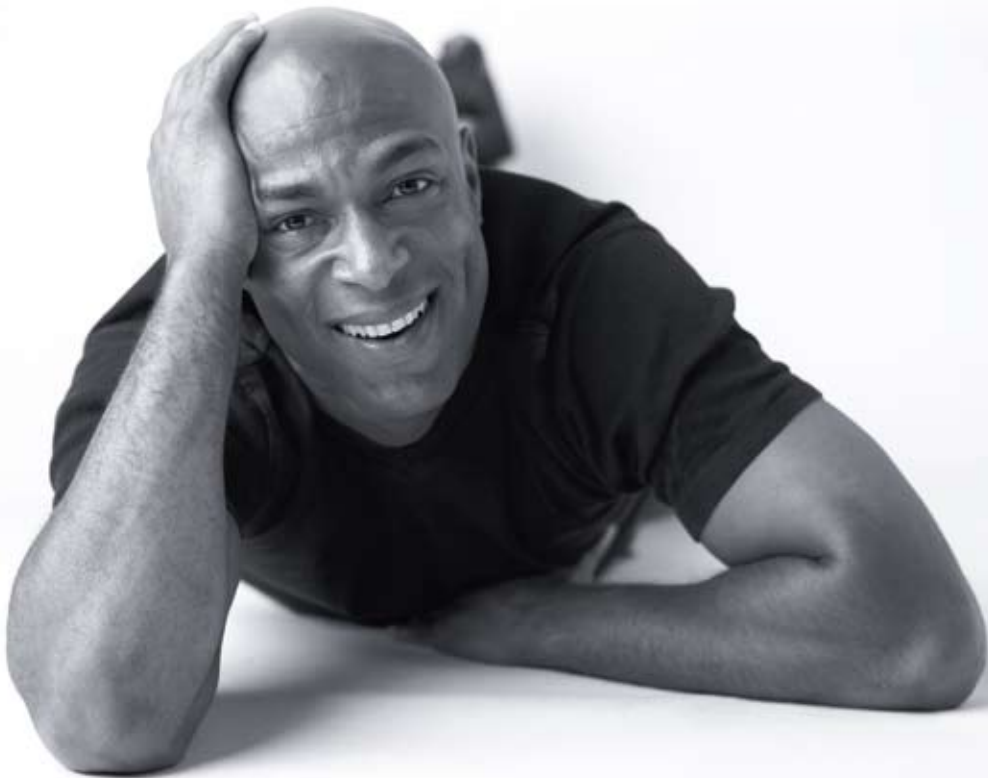
- ▲ arrangement times for breaks, i.e. lunch
- ▲ procedure for timecard sign-off
- ▲ health and safety

health and safety

Blue Arrow will work closely with you and the University's own health and safety facility to ensure all our flexible employees are fully able to work in a healthy and safe manner.

Blue Arrow are responsible for ensuring that the flexible employee advises the University of any personal factors that may have an impact on their health and safety arrangements whilst they are there.

The University is responsible for highlighting any potential hazards and for the supervision and control of the flexible employees whilst in assignment. Any specific health and safety training required prior to employment e.g. within the catering facilities at the University, should be completed by the flexible employee under the direction of Blue Arrow.





The results of all assessments will be assessed and monitored, and used to improve the service offered by Blue Arrow.

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what to expect from Blue Arrow

In order to provide the University of Surrey with the highest possible quality standards, Blue Arrow has worked with the University of Surrey HR team to develop a comprehensive service level agreement which includes:

- ▲ 100% order fill rate and a consultative approach and support with your human resources issues
- ▲ access to a wide range of candidates who have all been interviewed and inducted on the standards and procedures at the University of Surrey
- ▲ where possible Blue Arrow will look to utilise the University of Surrey students as the first source of candidates
- ▲ in support of the students' union welfare initiatives, Blue Arrow will always assess the suitability, eligibility and availability of students to work on campus

To ensure 100% fulfilment of all vacancies Blue Arrow will also be sourcing candidates externally.

- ▲ Blue Arrow will continually attract temporary and permanent staff who have specific skills, and whose experience and availability suit the assignments at the University of Surrey
- ▲ in addition to an interview conducted by a fully qualified Blue Arrow consultant, their work related skills will also be assessed.
- ▲ further training and assessment for specific assignments can also be arranged to suit the candidate and the needs of the customer
- ▲ full references are taken up by Blue Arrow for all external (non-student) candidates and other relevant checks such as CRB's
- ▲ Blue Arrow will ensure check-in calls to ensure that the flexible employee arrives on time and their skills match your requirements.
- ▲ re-book calls to confirm you are happy with the flexible employee and that you require them to continue in the assignment

There will also be a structured quality assessment system in place to include:

- ▲ assignment feedback form from hiring manager and flexible employees
- ▲ quarterly review meetings held with HR and procurement from the University of Surrey, and the contract management team from Blue Arrow

Should you have any concerns, these can be dealt with immediately by contacting the on-site Blue Arrow contract team five days a week.

Blue Arrow is always available to help you with any questions or problems you may encounter with the contract. However, should you have an issue which is not resolved to your complete satisfaction please report it to the University Contract Manager, Lois Moor.

quality
structured
comprehensive



continuous improvement



monthly and quarterly review meetings

To ensure that the service offered by Blue Arrow is of a consistent and high quality standard, regular meetings are held with Lois Moor, HR Manager and Debbie Glennon, Procurement Manager. The service level agreement and key performance indicators are used to guide and measure service levels, and copies of these can be found on the microsite, accessed via the University HR and procurement website.

Obviously key issues are dealt with as and when they arise, but any feedback, issues or suggestions are reviewed during the review meetings so please complete the quality assessment forms or speak to Lois Moor with any key concerns so together we can continually improve the service.

Your feedback is valuable and will really help ensuring Blue Arrow have the best possible chance of providing the highest quality recruitment support to the University of Surrey.

performance

additional advice and service

As a leading provider of staffing solutions Blue Arrow has access to advice on the latest employment and recruitment issues. Information that can be shared with the University of Surrey includes:

- ▲ advice on employment legislation
- ▲ demographic profiling for recruitment initiatives
- ▲ latest salary survey information
- ▲ advice on adopting diversity attraction programmes including information about forthcoming legislation in relation to age

In addition Blue Arrow employ all flexible employees and therefore are able to provide a formal reference, this being of particular benefit to students about to graduate.



microsite

Further details can be downloaded and viewed from our microsite link accessible from the University HR and procurement website.

The microsite contains contact details, the key performance indicators and our service level agreement. You are also able to download our booking form and link to my blue time for online booking. Management information will also be posted on a restricted access basis.

visit www.mybluetime.co.uk/uniofsurrey



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